



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

May 18, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Update Prior to Sale 20U12
Certain 2020 Model Year Super Duty with a 6.7L Diesel Engine
6.7L Valve Seat Installation

PROGRAM TERMS

This program will be in effect through May 31, 2021.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Super Duty	2020	KTP	December 14, 2019 to March 6, 2020
Super Duty	2020	OHAP	March 4, 2020 to March 9, 2020

Affected vehicles are identified in OASIS and FSA VIN Lists.

REASON FOR THIS PROGRAM

NOTE: You are receiving this bulletin because your dealership has in stock, or will receive, an affected vehicle covered by this program. Affected vehicles and repair type are identified in Attachment IV.

Some of the affected vehicles may have a valve seat that is below the required retention force or not fully seated into one of the cylinder heads. A valve seat that is out of position may cause the illumination of the check engine light and may lead eventually to engine damage and potentially resulting in engine failure.

SERVICE ACTION

Before demonstrating or delivering any new in-stock vehicles involved in this program, dealers are to replace the engine assembly.

NOTE: Ford Technical Assistance Center prior approval is not required for engine assembly replacement under this program.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

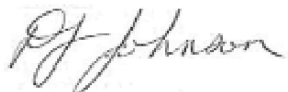
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Attachment IV: Affected Vehicles VIN List

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script, appearing to read "D. Johnson".

David J. Johnson

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Update Prior to Sale 20U12
Certain 2020 Model Year Super Duty with a 6.7L Diesel Engine
6.7L Valve Seat Installation

OASIS ACTIVATION

OASIS was activated on May 1, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists were made available through <https://web.fsavinlists.dealerconnection.com> on May 1, 2020.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
 - F-650/F-750 trucks – 2 years, regardless of miles driven

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Update Prior to Sale 20U12
Certain 2020 Model Year Super Duty with a 6.7L Diesel Engine
6.7L Valve Seat Installation

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims, select claim type 31: Field Service Action. The FSA number 20U12 is the sub code.
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.
IMPORTANT: Click the Related Damage Indicator radio button.
- **Additional parts not listed in the parts section:** Additional parts such as gaskets, fasteners, seals, fluids, etc. may be submitted on the same repair line on which the FSA is claimed.
- **Parts Handling Allowance:** A parts handling allowance is being provided in lieu of part mark-up. To claim the allowance, enter \$1,030.00 as HANDLG in the Misc. Expense area of the claim form.

NEW VEHICLE DEMONSTRATION / DELIVERY HOLD
Update Prior to Sale 20U12
Certain 2020 Model Year Super Duty with a 6.7L Diesel Engine
6.7L Valve Seat Installation

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace 6.7L Engine Assembly (Includes time to transfer parts to new engine)	MT20U12	Up to 20.0 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

SSSC Web Contact Site:

To place an order for a 6.7L engine assembly, submit a VIN-specific Part Order contact via the SSSC Web Contact Site. All parts may not be immediately available. Parts will ship when they become available.

Part Number	Description	Order Quantity	Claim Quantity
-6007-	6.7L Engine Assembly (See part catalog with vehicle VIN)	1	1

NOTE: For additional required parts such as gaskets, fasteners, seals, fluids, etc. refer to the Workshop Manual (WSM) procedures.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

HANDLING ALLOWANCE

An allowance of \$1,030.00 per repair is being provided in lieu of part mark-up.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2020 MODEL YEAR F-SUPER DUTY VEHICLES EQUIPPED WITH 6.7L DIESEL ENGINE — VALVE SEAT INSTALLATION

SERVICE PROCEDURE

NOTICE: During engine repair procedures, cleanliness is extremely important. Any foreign material, including any material created while cleaning gasket surfaces, that enters the oil passages, coolant passages or the oil pan, can cause engine failure.

NOTE: For this repair, it is not necessary to remove and flush the radiator or heater core.

1. Replace the 6.7L engine assembly. Please follow the Workshop Manual (WSM) procedures in Section 303-01.

NOTE: Transfer components as necessary. Refer to the WSM for the individual component procedures.



NEW VEHICLE DEMONSTRATION / DELIVERY HOLD**Update Prior to Sale 20U12**

Certain 2020 Model Year Super Duty Vehicles with a 6.7L Diesel Engine

6.7L Valve Seat Installation

AFFECTED VEHICLES

The following table contains a list of VINs for vehicles that were delivered in the US and Canada. These vehicles will require repairs before delivery to customers.

1FT8W3BT0LEC94002
1FDUF5HT5LDA03755
1FDUF5HT5LDA03884
1FD0W5HT5LEC54722
1FD0W5HT8LEC57050
1FD0X5GT4LED09059
1FD8X3HT1LEC51143
1FT7W2BT0LED31832
1FT7W2BT3LEC87390
1FT7W2BT9LED16939
1FT7W2BT9LED45096
1FT7W2BT9LED49956
1FT8W2BT4LEC36923
1FT8W2BT7LED18581
1FT8W2BT7LED21643
1FT8W3BT3LEC87822
1FT8W3DT3LEC99434
1FT8W3DT7LEC88887
1FT8W3DT7LED01718
1FT8W4DT2LED00661